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ABSTRACT

This word processing task simulation was developed for use in an office applications laboratory at the postsecondary level. Its purpose is to give students an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel. Following a section of general information about the simulated company, the "employee" (student) manual consists of 24 jobs to be performed by students. Each job is introduced by a job request that provides instructions for completing the task. Jobs in the manual include the following: dictation of correspondence from drafts; evaluation of pre-recorded dictation; dictation of reply to business letter; keyboarding, storing, and printing of mailing list; preparation of form letter; determination of priority of work tasks; transcription of dictation; keyboarding of handwritten correspondence; proofreading and keyboarding of business letters and memoranda; keyboarding, printing, and storing of minutes of a meeting, a business letter, financial statements, and correspondence; keyboarding and merging of purchase orders and variables; transcription of letters containing errors from pre-recorded dictation; dictation of replies to correspondence; and keyboarding and printing of manuscripts. (KC)

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GA8413301

ED256892

WORD PROCESSING SERVICES, INC.

(A Task Simulation for Office Occupations)

EMPLOYEE MANUAL

Prepared by

Georgia State University
Atlanta, Georgia 30303

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
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Project Supported by

Office of Vocational Education
Division of Program Improvement
and Evaluation
Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1984

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FOREWORD

This word processing task simulation has been developed for use in an office applications laboratory at the postsecondary level. Its purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel.

Appreciation is expressed to Dr. John H. Lloyd, former director of the Division of Program Development and Support Services, and Mrs. Floy Baker, coordinator of Postsecondary Business Education Programs, for their continued support, encouragement, and leadership in this developmental effort.

Mrs. Doris Jean Rash-Wooten
Project Director and
Materials Developer
Office Simulation Project

GENERAL INFORMATION

Welcome to Word Processing Services, Inc.! Our company is a subsidiary of Georgia Jobs, Inc., an organization that offers top-quality word/information processing services to the public.

As a new employee, you will want to know about your work hours, how and when you are paid and how to perform your job. Your supervisor (instructor) will distribute this information to you at the appropriate time. You and your supervisor will be working closely together as you learn and gain the skills needed in performing your job. He/she is there to help you, so don't be afraid to ask questions about anything that you do not understand.

The JOB REQUEST form is to be used as your instruction sheet. A description of the various sections included on the form follows:

1. Originator - The name of the person or department who composes the document.
2. Title - The job title of the originator.
3. Department - The name of the department in which the originator works.
4. Extension - The telephone number of the originator.
5. Date Needed - The date the finished work is requested by the originator.
6. Job No. - The number that is assigned to each job (task).
7. Job Title - The name of the job (task); i.e., revising letter, composing replies, etc.
8. Paper - The type of paper that you are to use in processing the job.

9. Spacing - The number of blank spaces to be left between lines.

10. Copies - The number of copies needed in addition to the original copy.

11. Generation - The designation of work as an original copy or a revision of previously prepared copy.

12. Assigned to - The name of the person responsible for performing the job.

13. Input - The type of medium on which the work is submitted.

14. Category - The form of the work submitted.

15. Production Data - The number of lines and/or pages that the job contains.

16. Production Time - The date and time that the work was acquired and completed by the word processing center employee.

17. Special Instructions - Any additional information, other than the preceding, required to complete the work.

18. Approved by - The initials or name of the word processing supervisor who approves the completed work.

TASKS/JOBS

The following is a list of the tasks/jobs that you will perform as an employee of WORD PROCESSING SERVICES, INC. The jobs include administrative as well as correspondence duties. The reputation of our company depends on you, so perform each task to the very best of your ability.

500 - Dictation of Correspondence from Drafts

501 - Evaluation of Pre-recorded Dictation

502 - Dictation of Reply to Business Letter

503 - Keyboarding, Storing, and Printing of Mailing List

504 - Preparation of Form Letter

505 - Determination of Priority of Work Tasks

506 - Transcription of Pre-recorded Dictation

507 - Keyboarding of Handwritten Correspondence

508 - Proofreading and Keyboarding of Business Letters

509 - Proofreading and Keyboarding of Memorandum

510 - Keyboarding and Merging of Memorandum and Variables

511 - Keyboarding, Printing, and Storing of Minutes of a Meeting

512 - Recall, Revision, and Printing of Minutes of a Meeting

513 - Editing, Keyboarding, Printing, and Storing of Business Letter

514 - Recall, Revision, and Printing of Stored Business Letter

515 - Keyboarding, Printing, and Storing of Financial Statements

516 - Keyboarding and Merging of Purchase Orders and Variables

517 - Transcription of Correspondence in Order of Importance

518 - Proofreading, Keyboarding, and Printing of Correspondence

519 - Transcription of Letter Containing Errors from Pre-recorded Dictation

520 - Dictation of Replies to Correspondence

521 - Composition, Keyboarding, and Printing of Cover Letters and Agendas

522 - Proofreading and Keyboarding of Correspondence

523 - Composition and Dictation of Rough Draft of a Report and Memorandum of Transmittal

524 - Keyboarding and Printing of Manuscript

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator _____
Title _____
Department _____
Extension _____

Date Needed _____
Job No. 500
Job Title Dictation of Correspondence

(PAPER)

Company Letterhead __
Interoffice __
Bond __
Other __

Copies _____

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

(Tape No.__)
Longhand
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived __/__
Job Completed __/__

Machine Dictation
Job Arrived __/__
Job Completed __/__

(SPACING)

Single __
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Here are the drafts of three letters that we plan to mail out today. Using any available reference books on dictation, dictate the letters on to a cassette tape for transcription by word processing personnel. Use block format, open punctuation, and the company letterhead. Your title for this job is "administrative support secretary."

LETTER 1

March 20, 19--

Mr. Timothy Thomas
9124 Strawberry Lane
Ellenwood, AL 21609

Dear Mr. Thomas

We are planning to conduct a series of seminars at our company beginning the second Saturday in April and ending the last Saturday in May. The purpose of these seminars is to familiarize other departments with our word processing center.

If you would like to be put on a mailing list to receive an invitation to these seminars, please fill out the enclosed form and return it to us within the next five days. We can assure you that the activities we have planned will be most enjoyable and enlightening.

Sincerely

(Student's Name)
Administrative Support Secretary

LETTER 2

March 20, 19--

Dr. Grant Goodeve
212 South Tacoma Avenue
Seattle, WA 96018

Dear Dr. Goodeve

Thank you for agreeing to speak to our word processing center personnel on Friday, April 9 at 2:00 p.m. Since your accomplishments in the field of word processing are so numerous, I am certain that you have a great deal of information to share with us.

I have made hotel reservations for you at the Downtown Marriott. You should be receiving confirmation and details of those reservations in a few days. A member of our faculty, Ms. Rosa Pace, will be at the airport to meet you and drive you to the hotel.

If you have any questions, please feel free to call me collect at (404) 972-1814.

Sincerely

(Student's Name)
Administrative Support Secretary

LETTER 3

March 20, 19--

Mrs. Joan Carter, Manager
Tempo Services, Inc.
9222 Eastman Drive
Falls Church, TN 37202

Dear Mrs. Carter

We look forward to having you again as guest speaker for our annual "Word Processing Careers" workshop. The information that you presented last year was very helpful to the men and women in our word processing center. Since that time we have had several promotions from within the center; specifically, nine of our former correspondence secretaries have been promoted to administrative support secretarial positions.

We are happy to hear that your travel and hotel accommodations have been confirmed. We look forward to seeing you next Thursday afternoon at 3:00 p.m. in the Vista Room of the Hilton Hotel in Midtown Atlanta.

Cordially

(Student's Name)
Administrative Support Secretary

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator Rebecca Thomason
Title Shipping Clerk
Department Shipping
Extension 278

Date Needed ASAP
Job No. 501
Job Title Evaluation of Dictation

(PAPER)

Company Letterhead __
Interoffice __
Bond __
Other __

Copies _____

(INPUT)

Machine Dictation ✓

(Tape No 501)
Longhand __
Hard Copy __
Edited Copy __

(SPACING)

Single __
Double __
1½ __

(GENERATION)

Original __
Revision __

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___
Job Completed___/___

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Using the Dictation Check Sheet, evaluate the dictated correspondence on Tape 501. Obtain the tape from your supervisor (instructor).

DICTATION CHECK SHEET

Did the dictator.....

1. Verify the accuracy of dates and other figures?
2. Identify himself/herself?
3. Specify the type of message; i.e., letter, memo, report, etc.?
4. Tell how many copies to prepare?
5. Tell what kind of stationery to use?
6. Say whether to type a rough draft or a final (mailable) copy?
7. Dictate in a conversational tone?
8. Pronounce all words clearly and distinctly?
9. Spell proper names?
10. Spell unusual or technical names?
11. Supply punctuation marks and paragraph indications?
12. Dictate the names of people to receive copies at the end of the message?
13. Indicate the end of the dictation (tape)?

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator _____ Date Needed Tomorrow
Title _____ Job No. 502
Department _____ Job Title Dictation of Reply to letter
Extension _____

(PAPER)

Company Letterhead __
Interoffice __
Bond __
Other __

Copies _____

(INPUT)

Machine Dictation __

(Tape No. __)
Longhand __
Hard Copy ✓
Edited Copy __

(SPACING)

Single __
Double __
1½ __

(GENERATION)

Original ✓
Revision __

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___
Job Completed ___/___

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Dictate on to a cassette tape a reply to this letter. Be sure to use correct dictation procedures. Use June 13 as the date. Pretend that you are Dr. Brannen.

1984 Waukegan Avenue
Chicago, IL 60683
June 12, 19--

Dr. Will Brannen
Chairperson
Business Education Department
Washington State University
Tacoma, WA 98221

Dear Dr. Brannen:

Thank you for consenting to speak at our faculty awards banquet on August 4. As I have been chosen to introduce you, please send me any information that you feel will help the audience get to know you as a professional and as a person.

Also, please let me know if I can assist you in making travel and hotel arrangements.

Cordially,

Linda Green

Linda Green
Instructor

xx

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator Dr. James Pauley
Title Circulation Manager
Department Publications
Extension 4212

Date Needed ASAP
Job No. 503
Job Title Keyboarding of Mailing List

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies 1

(CATEGORY)

Correspondence __
Text __
Forms __
Statistical __
Pre-recorded __
Other ✓

(INPUT)

Machine Dictation __

(Tape No. __)
Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived __/__
Job Completed __/__

Machine Dictation
Job Arrived __/__
Job Completed __/__

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original __
Revision ✓

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Keyboard the handwritten mailing list making the corrections indicated. Type the list in alphabetical order, storing it, and printing out one copy on bond paper.

MAILING LISTS (all Caps)

Alvin E. Zeller, Inc.
475 Parkway Avenue Drive
~~New York, NY 90016~~
College Park, GA 30016

RLP Company
~~R. L. Polk and Company~~
3050 Holcomb Bridge Road
Norcross, GA 31122

NRC Data Systems
4022 Peachtree Road, NE
Atlanta, GA 30304

Mail
~~Mailing~~ Marketing Systems
2039 Kingston Pike
~~Marrow, GA~~ 30011
Knoxville, TN

Dunhill Hugo Mailing Lists, Inc.
630 Third Avenue
~~New York, NY 90012~~ Union City, GA 38112

Influential Contents
322 Wisaca Drive, SW
Decatur, GA 30032

Burnett Educational Consultants
2 Park Avenue
~~Rochester, NY 8424~~
Rossville, GA 38214

Action Data Group
101 Great Parkway
College Park, GA 35512

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator Mr. Robert Carson
Title Manager
Department Marketing
Extension 7114

Date Needed Today!
Job No. 504
Job Title Preparation of Form Letter

(PAPER)

Company Letterhead ✓
Interoffice __
Bond __
Other __

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

Copies 11

(INPUT)

Machine Dictation __

(Tape No. __)
Longhand __
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived __/__
Job Completed __/__

Machine Dictation
Job Arrived __/__
Job Completed __/__

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

RUSH!!! Mr. Robert Carson, manager of the Marketing Department, needs this form letter sent out to each of the names on the mailing list you prepared in Task 503. Assume that it is 9:00 a.m. and these letters must go out in the 11:45 a.m. mail pickup today. Use April 2 as the date. Use company letterhead.

Form Letter RUSH!!!

(Date)

(Inside Address)

Ladies and Gentlemen:

On June 12 we plan to distribute brochures advertising our word processing/information processing services to businesses throughout the Metropolitan Atlanta area. Please forward to us immediately those mailing lists that contain names of those businesses that you feel would be interested in such services. Upon receipt of the lists, a check will be mailed to you which will cover the cost of the lists and any postage, shipping, and handling charges that are incurred.

Your prompt attention to this matter will be greatly appreciated.

Cordially,

Robert Carson, Manager
Marketing Department

xx

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator Word Processing Mgr. Date Needed ASAP
Title -SAME- Job No. 505
Department Word Processing Job Title Determination of Priority of Tasks
Extension 4112

(PAPER)

Company Letterhead __
Interoffice __
Bond __
Other __

Copies _____

(INPUT)

Machine Dictation __

(Tape No.__)
Longhand
Hard Copy ✓
Edited Copy __

(SPACING)

Single __
Double __
1½ __

(GENERATION)

Original __
Revision __

(CATEGORY)

Correspondence __
Text __
Forms __
Statistical __
Pre-recorded __
Other ✓

(PRODUCTION DATA)

Line Count __
Page Count __

(PRODUCTION TIME)
Date/Time)

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___
Job Completed__/___

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

On Monday, May 1 at 8:15 a.m., you consulted the work bin and found the following tasks. Rank them in the order in which you would perform them by placing a 1, 2, 3, etc. in the blank adjacent to each task.

MONDAY

(May 1, 19--)

___a. Type the three letters dictated on Tape 505. The president must have these by 10:00 a.m. today.

___b. Revise the twenty-page proposal for the development of word processing training materials making the indicated corrections. The supervisor or the Training Department must have the proposal by 3:00 p.m. on Friday of this week.

___c. Type the collection letters recorded on Tape 505-1 to Pine Thermographers, 30-day account; Wooten Printing Company, 90-day account; Daye-Ennis Publishers, 60-day account.

___d. Type, in rough draft format, a report of training activities for the month of April. It must be on the supervisor's desk by 1:00 p.m. on Tuesday of this week.

___e. Address twenty-five envelopes for mailing statements of accounts on the first of June.

___f. Make twenty copies of last week's board meeting minutes for the upcoming meeting on Wednesday.

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator *Linda Evans* Date Needed *ASAP*
Title *Manager* Job No. *506*
Department *Word Processing* Job Title *Transcription of Dictation*
Extension *4114*

(PAPER)

Company Letterhead ✓
Interoffice ✓
Bond ___
Other ___

Copies *1 of each*

(CATEGORY)

Correspondence ✓
Text ___
Forms ___
Statistical ___
Pre-recorded ___
Other ___

(INPUT)

Machine Dictation ✓

Longhand ___
Hard Copy ___
Edited Copy ___

(PRODUCTION DATA)

Line Count ___

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double ___
1½ ___

(GENERATION)

Original ___
Revision ___

ASSIGNED TO: ____________________
APPROVED BY: ____________________

SPECIAL INSTRUCTIONS

Transcribe the correspondence recorded on Tape 506 into mailable form. Obtain the tape from your supervisor (instructor). Use the letterhead and memorandum forms provided.

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator M. Taylor / A. Conkrite
Title Pers. Mgr. / Shipping Clerk
Department Personnel / Shipping
Extension 4001 / 4077

Date Needed ASAP
Job No. 507
Job Title Keyboarding 2 Handwritten Cards.

(PAPER)

Company Letterhead ✓
Interoffice ✓
Bond
Other

Copies

(CATEGORY)

Correspondence ✓
Text
Forms
Statistical
Pre-recorded
Other

(INPUT)

Machine Dictation

Longhand
Hard Copy
Edited Copy ✓

(PRODUCTION DATA)

Line Count

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(SPACING)

Single ✓
Double
1½

(GENERATION)

Original ✓
Revision

ASSIGNED TO:
APPROVED BY:

SPECIAL INSTRUCTIONS

Prepare these pieces of correspondence in final form. Use the stationery provided.

May 12, 19--

Mr. Leonard Baldwin
Personnel Manager
East Mountain Parkway
Knoxville, TN 37762

Dear Mr. Baldwin:

I am happy to respond to your request for information about Mr. Tyrone Black.

Mr. Black was still a student at West Georgia College when we employed him in our firm during his summer vacations. After finishing school, he joined our staff as an assistant to the manager of our Personnel Department and was rapidly promoted to personnel ~~specialist~~ coordinator within a year.

Mr. Black is a hard-working, most extraordinary young man. I feel confident that he will be a real asset to any institution he represents.

Sincerely,
Marcia Taylor
Personnel Manager
XX (Symbol for typist's initials)

BEST COPY AVAILABLE

TO: Training Materials Developers
FROM: Andrea Conkrite
SUBJECT: Packaging of Training Materials
DATE: May 17, 19--

As I stated in the ~~letter~~ memo to you last week, dealers from coast to coast are reporting that our new plastic training materials packages are selling better than ever.

In view of this increase in sales, I think it might be wise for you to order extra packages this month. We still have a large stock in blue, green, and clear; but they are going fast and should be ~~ordered~~ completely deleted within a week or two.

To prevent any misunderstanding, please make certain that your order states both the size and color of the packages you want.

xx (typist's initials)

BEST COPY AVAILABLE

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

INTEROFFICE MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Mary Lowe
Title Chairperson
Department Word Processing Pt. Rel.
Extension 2714

Date Needed ASAP
Job No. 508
Job Title Proofreading and Keyboarding

(PAPER)

Company Letterhead ✓
Interoffice
Bond
Other

Copies

(CATEGORY)

Correspondence ✓
Text
Forms
Statistical
Pre-recorded
Other

(INPUT)

Machine Dictation

Longhand
Hard Copy ✓
Edited Copy

(PRODUCTION DATA)

Line Count

(SPACING)

Single ✓
Double
1½

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(GENERATION)

Original ✓
Revision

ASSIGNED TO:
APPROVED BY:

SPECIAL INSTRUCTIONS

Proofread the letter and type it in final form on the stationery provided. Use block style with five-space paragraph indentions and mixed punctuation.

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

June 17, 19--

Mrs. Judith Gardener
3421 Rockwell Plaza
Rossville, GA 33112

Dear Mrs. Gardener

At the conclusion of our drive to raise money for a new animal shelter, we are happy to announce that the response to our appeal was even greater than we had hoped. We received contributions totaling over $500,000. This money came from large agencies, as well as individual citizens who recognized the importance of this worthwhile project.

The gift you gave in the mane of your daughter will go a long way toward helping to finance the expense of building this much needed shelter. You should feel very proud of the assistance you have given us.

Thank you for your help.

Cordially,

Mary Lowe

Mary Lowe, Chairperson
Fund Raising Committee

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Publications Dept.
Title
Department Publications
Extension 3412

Date Needed ASAP
Job No. 509
Job Title Proofreading and Keyboarding I

(PAPER)

Company Letterhead __
Interoffice ✓
Bond __
Other __

Copies _____

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand __
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original __
Revision __

ASSIGNED TO:_____
APPROVED BY:_____

SPECIAL INSTRUCTIONS

Proofread the memorandum, circling all errors. Retype the memorandum in final form making all corrections.

TO: Company Employees
FROM: Publications Department PD
SUBJECT: New Magazine - Trends
DATE: (Current)

Should large steel companies be subject to controll by the federal government? Should the government establish maxemum prises that may be charged for steal?

Some people subscribes to the opinion that this type of control is necessary for the binifit of the public and it would greatly contribution to the economic welfare of the country. However, certain representatives of the government and the steel companies feels that these regulations would not prove satisfactorily and would only result in difficult situations.

Both sides of this question is fully discussed in the current issue of Trends magazine that we publish. The magazine always sells rapidly, and we suggest you stop at your newsstand which copies are still available.

Trends - the latest in magazines! Don't miss it!

xx

INTEROFFICE MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Daniel Hartman
Title
Department Public Relations
Extension 2662

Date Needed ASAP
Job No. 510
Job Title Merging Memos and Variables

(PAPER)

Company Letterhead __
Interoffice ✓
Bond __
Other __

Copies _____

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO:_____
APPROVED BY:_____

SPECIAL INSTRUCTIONS

Keyboard the memorandum and variables. Then merge them to prepare two individually addressed ones. Make sure that all corrections are made.

MEMORANDUM

TO: (1)
FROM: Daniel Hartman
SUBJECT: Request for Public Relations Materials
DATE: (Current)

Public Information Services has received the (2) (3) that you requested in your letter of (4). Please arrange to pick up the (5) before (6) on (7).

Listed below are the serial numbers needed for identification:

Serial Number	Title
(8)	(9)
(10)	(11)

VARIABLES

Memorandum No. 1

(1) Mrs. Wilma Taylor
(2) twenty-five
(3) brochures
(4) April 4, 19--
(5) brochures
(6) 4:00 p.m.
(7) Wednesday morning
(8) 921-A
(9) Your Public Image
(10) 0011-24
(11) Your Company and You

Memorandum No. 2

(1) Mr. John Yancey
(2) fifty
(3) pamphlets
(4) April 9, 19--
(5) pamphlets
(6) 3:00 p.m.
(7) Wednesday afternoon
(8) 993-C
(9) Your Public Image is Showing
(10) 2013-76
(11) My Company and Me

INTEROFFICE MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

INTEROFFICE MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Myrna Lynn Fitts
Title Secretary
Department Word Processing
Extension 3413

Date Needed ASAP
Job No. 511
Job Title Steering Q Minutes

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies 1

(CATEGORY)

Correspondence __
Text ✓
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(SPACING)

Single ✓
Double __
1½ __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(GENERATION)

Original __
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Proofread the minutes before keyboarding and recording them. Indent the enumerated items five spaces. Print one copy.

WORD PROCESSING SERVICES, INC. (all caps)

Minutes of the Planning Committee
May 26, 19--

Eight of the ten members of the Planning Committee were present at the regular monthly meeting. The meeting was held in the conference room on the 70th 10th floor of the Peachtree Plaza Hotel and began at 7:00 p.m.

Items of old business that was acted upon follow:

1. All committee members felt that new ways of getting training manuals covers printed should be investigated. The Training Department have expressed dissatisfaction with our present printer.

2. The committee agreed to change its monthly meeting date from the 26th to the 8th of each month.

Items of new business that were acted upon are listed below:

1. Copies of the layouts for the new building addition were distributed. A subcommittee made up of Mrs. Lyle Conley, Mr. Don Conley, and Mrs. Bessie Smith was appointed to study the layouts and report to the entire committee at the June meeting regarding the relocating of the word processing center to the new addition.

2. New officers were nominated for the 1984 fiscal year.

The meeting was adjourned at 9:00 p.m.

Respectfully submitted

Myrna Lynn Felts
Secretary

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator: Dayna Lynn Delts
Title: Secretary
Department: Word Processing
Extension: 2415

Date Needed: ASAP
Job No.: 512
Job Title: Revision of Minutes

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies 1

(CATEGORY)

Correspondence __
Text ✓
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand __
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __

(SPACING)

Single ✓
Double __
1½ __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(GENERATION)

Original __
Revision ✓

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Recall the minutes prepared in Task 511 and make the revisions listed on the following page. Print one copy on plain bond paper.

REVISIONS TO MINUTES

1. Change the date to June 5, 19--.

2. Change the first line of the first paragraph to read, "all of the members" instead of "eight of the ten."

3. Change the second line of the first paragraph to read, "on the fifth floor of the Downtown Marriott Hotel and began at 7:00 p.m."

4. Include under Items of Old Business:

   1. The committee decided to change to Quality Printers for the printing of all training manual covers.

   2. The subcommittee presented its recommendations on the layouts of the new building addition. It was decided that the word processing center would remain in its present location.

   3. The slate of newly nominated officers was approved for the 1984 fiscal year.

5. Include under Items of New Business:

   1. The committee voted to install new officers at the July meeting.

6. Change adjournment time to 9:30 p.m.

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator D.L. Green
Title Rental Manager
Department Word Processing
Extension 4112

Date Needed ASAP
Job No. 513
Job Title Editing of Business Letter

(PAPER)

Company Letterhead ✓
Interoffice —
Bond —
Other —

Copies 1

(CATEGORY)

Correspondence ✓
Text —
Forms —
Statistical —
Pre-recorded —
Other —

(INPUT)

Machine Dictation —

Longhand —
Hard Copy ✓
Edited Copy —

(PRODUCTION DATA)

Line Count —

(SPACING)

Single ✓
Double —
1½ —

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(GENERATION)

Original ✓
Revision —

ASSIGNED TO:_____
APPROVED BY:_____

SPECIAL INSTRUCTIONS

Edit the letter for all possible errors, underlining each error. Keyboard, print, and store one copy. Use company letter, modified block style with blocked paragraphs and open punctuation.

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

(Current Date)

Mrs. Lanette Williams, Manager
Word Processing Center
Korrect Kopy Printers, Inc.
1854 North Main Street
Chicago, IL 60627

Dear Mrs. Williams:

This letter is being written in respond to the letter we received from you in which you made inquiry regarding our charges for word processing equipment rentals.

We cannot quote a standard rate at this time because many facters are considered in determining the actual cost. For example, we need to no how many machines you will want, the length of time that you will need them, and whether or not you require machines with full or partial display screens.

If you will supply this information on the inclosed card, we will be happy to give you an exact price for our rental services.

Cordially

D. L. Green

D. L. Green
Equipment Rental Manager

dw

Enclosure

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator D. L. Green
Title Rental Manager
Department Word Processing
Extension 4112

Date Needed ASAP
Job No. 514
Job Title Revision of Letter

(PAPER)

Company Letterhead ✓
Interoffice
Bond
Other

Copies 1

(CATEGORY)

Correspondence ✓
Text
Forms
Statistical
Pre-recorded
Other

(INPUT)

Machine Dictation

Longhand
Hard Copy ✓
Edited Copy

(PRODUCTION DATA)

Line Count

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double
1½

(GENERATION)

Original
Revision ✓

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Recall the letter that you prepared in Task 513, make the revisions listed, and print one copy. Use the current date and company letterhead.

REVISIONS TO TASK 513

1. Use full block style with blocked paragraphs and mixed punctuation.

2. Change the inside address to read:

   Mr. Richard Longfellow
   Purchasing Agent
   Wholesale Printing Company
   Glenwood Road - Suite B-1000
   Morrow, GA 33456

3. Change the salutation to read:

   Dear Mr. Longfellow

4. Change the second sentence of the second paragraph to read:

   For example, we need to know the length of time that you will need the machines and whether or not you require one-line or partial-page display screens.

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator John Tolliver
Title Financial Mgr.
Department Accounting
Extension 4912

Date Needed ASAP
Job No. 515
Job Title Keyboarding of Financial Statements

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies 1

(CATEGORY)

Correspondence __
Text __
Forms __
Statistical ✓
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO:_____
APPROVED BY:_____

SPECIAL INSTRUCTIONS

Keyboard the handwritten income statement and balance sheet. Proofread them and make one hard copy of each. Store the documents.

Coastal Real Estate Company

Income Statement for Year Ended December 31, 19--

Revenues:

Commissions earned	$18,450	
Property Management fees	1,200	
Total revenues		$19,650

Operating Expenses:

Salaries expense	$3,600	
Rent expense	1,800	
Utilities expense	315	
Telephone expense	260	
Advertising expense	1,310	
Total expenses		7,285
Net Income		$12,365

Coastal Real Estate Company

Balance Sheet

May 3, 19--

Assets

Cash	$3,000	
Office Equipment	2,000	
Building	10,000	
Land	5,000	
Total Assets		$20,000

Liabilities

Accounts Payable	$2,000

Owner Equity

Gary Bell, Capital	$18,000
Total Liabilities and Owner Equity	$20,000

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Keith West
Title Asst. Purchasing Mgr.
Department Purchasing
Extension 2428

Date Needed Today!
Job No. 516
Job Title Merging of Purchase Orders

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies 3

(CATEGORY)

Correspondence __
Text __
Forms ✓
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand __
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single __
Double ✓
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Keyboard the following information on to the standard purchase order forms. Then keyboard and merge the variables and play them back

STANDARD PURCHASE ORDER

Quantity	Cat No.	Description	Unit Price	Total
(2)	(1)	(3)	(4)	(5)
(7)	(6)	(8)	(9)	(10)
(12)	(11)	(13)	(14)	(15)
(17)	(16)	(18)	(19)	(20)

NOTE: The Order Nos. are 192 and 194. Use the current date. The terms are 2/10, n/30. The shipping method is United Parcel Service (UPS).

The purchase orders go to:

1. Thomas Office Suppliers
   1855 Thomasville Court
   Thomaston, GA 37788

2. Long Office and Warehouses
   9000 Lankston Avenue
   Savannah, GA 37892

Variables

(1) 81900
(2) 25
(3) 8½x11" bond
(4) $5.25
(5) -Compute the Total-
(6) 81901
(7) 1
(8) Carbon ribbon
(9) $2.75
(10) -Compute the Total-
(11) 81902
(12) 2
(13) Black, Ball-point pens
(14) $.89
(15) -Compute the Total-
(16) 81903
(17) 4
(18) Templates
(19) $12.00
(20) -Compute the Total-

(1) 81800
(2) 50
(3) 8½x11" bond
(4) $5.30
(5) -Compute the Total-
(6) 81801
(7) 1
(8) Carbon ribbon
(9) $2.35
(10) -Compute the Total-
(11) 81802
(12) 2
(13) Red, Ball-point pens
(14) $.87
(15) -Compute the Total-
(16) 81803
(17) 10
(18) Templates
(19) $12.25
(20) -Compute the Total-

PURCHASE ORDER

ORDER NO.

DATE

TO

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL

PURCHASE ORDER

ORDER NO.

DATE

TO

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL

PURCHASE ORDER

ORDER NO.

DATE

TO

TERMS

SHIP VIA

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

JOB REQUEST

Originator Deloris Townsend	Date Needed Today!
Title President	Job No. 517
Department Word Processing	Job Title Transcription of Correspondence
Extension 4112	

(PAPER)

Company Letterhead ✓
Interoffice __
Bond __
Other ✓ Telegrams

Copies ______

(CATEGORY)

Correspondence ✓
Text __
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation ✓

Longhand __
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: ____________________
APPROVED BY: ____________________

SPECIAL INSTRUCTIONS

Transcribe the items of correspondence recorded on Tape 517. Assume that it is 4:00 p.m. and you plan to leave at 5:00. Therefore, you should transcribe the items in order of their importance; and number them numerically in the order in which you transcribed them. All letters should be block style with blocked paragraphs and mixed punctuation. Use May 9 as the date on all correspondence.

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

WESTERN UNION

TELEGRAM

MSG. NO.	NO. WDS. CL. OF SVT.	PD.- COLL.	CASH NO.	ACCOUNTING INFORMATION	DATE	FILING TIME	SENT TIME
						a.m. / p.m.	a.m. / p.m.

Send the following message, subject to the terms on back hereof, which are hereby agreed to

☐ OVER NIGHT TELEGRAM UNLESS BOX ABOVE IS CHECKED THIS MESSAGE WILL BE SENT AS A TELEGRAM

TO

ADDRESS & TELEPHONE NO.

CITY - STATE & ZIP CODE

SENDER'S TEL. NO. (Area Code)

NAME & ADDRESS (Zip Code)

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator John Lanston / Lam [illegible] Date Needed ASAP
Title Chairpersons Job No. 5-9
Department Word Processing Job Title Proofreading of Correspondence
Extension 4413

(PAPER)

Company Letterhead ✓
Interoffice —
Bond —
Other —

Copies 2 (1 of each)

(CATEGORY)

Correspondence ✓
Text —
Forms —
Statistical —
Pre-recorded —
Other —

(INPUT)

Machine Dictation —

Longhand ✓
Hard Copy —
Edited Copy —

(PRODUCTION DATA)

Line Count —

(SPACING)

Single ✓
Double —
1½ —

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(GENERATION)

Original ✓
Revision —

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Proofread and edit these letters using the appropriate proofreader's marks from the list. Retype the edited copies on the letterhead provided. Use block style with blocked paragraphs and mixed punctuation.

PROOFREADER'S MARKS

1. double space = ds
2. insert = ∧
3. single space = ss
4. leave a space = #
5. lower case = lc
6. capitalize = ≡
7. move right = →
8. move left = ←
9. delete = S
10. transpose = ∽
11. let stand = ls
12. spell out = sp
13. bring together = ⊂
14. center = → ←
15. new paragraph = ¶
16. insert punctuation = ⊙
17. no paragraph = ⌒
18. misspelled word = msp

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

June 20, 19--

Mr Milton Edwards
5716 East Cherrybrook Ct.
San Antonio, TX 76242

Dear Mr. Edwards,

The annual meeting of the Word/information Processing Association of San Antonio will be held on Wed., July 5 in the Mexicana Room of the Hilton hotel, 4724 River Drive, San Antonio. Dinner will be served at 7:30 p.m., and tickets are $8.50 per person.

Dr. Alexis Carrington will be our guest speaker for the evening. Her topic will be on the different types of word processing systems.

Please let me know by June 25 wether you will be able to attend.

Cordially,

John Langston

John Langston
Program Chairperson

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

July 12, 19--

Mrs. Joan Archibald, Pres.
International Business Machines
334 W. 5th St.
Atlanta, GA 30337

Dear Mrs. Archibald;

Thank you for excepting our invitation to speak at the Georgia Vocational Assn. inservice workship on Wednesday, August 4. As I mentioned to you, the meeting will be held in room 307-A of the Ladha Motor Inn, 7200 Courtland Street, Atlanta, Georgia.

Your indicated that the title of your speech is "What's New in Word Processing at IBM. If you decide to change the title, please let me no by July 30 so that I can correct the title in the program.

Your room reservations have been made at the Inn for August 3, 4, and 5. I look forward to seeing you at the meting.

Sincerely,

Pam

Pamela McMillian
Chairperson

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Beverly Sanderson
Title Shipping Clerk
Department Shipping
Extension 2009

Date Needed ASAP
Job No. 519
Job Title Transcription of Dictation

(PAPER)

Company Letterhead ✓
Interoffice —
Bond —
Other —

Copies _____

(CATEGORY)

Correspondence ✓
Text —
Forms —
Statistical —
Pre-recorded —
Other —

(INPUT)

Machine Dictation ✓

Longhand —
Hard Copy ✓
Edited Copy —

(PRODUCTION DATA)

Line Count —

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double —
1½ —

(GENERATION)

Original ✓
Revision —

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Here is a letter that was received by the Shipping Department. Transcribe the reply to it from Tape 519. Use the letterhead provided, block style, blocked paragraphs and mixed punctuation. Proofread the transcribed letter for accuracy by comparing it with the letter received.

324 Delmar Lane
Waterford, CT 06286
May 19, 19--

Georgia Wholesale Bookstores
3212 San Mateo Drive
Atlanta, GA 31212

Ladies and Gentlemen:

Please send a copy of Scruples by Judith Kantz to Ms. Waletha Arnold. Her address is 5570 Whitehaven Drive, Carrollton, GA 30117. I would like for her to receive it for her birthday, which is June 23. A check for $4.25 to cover the cost of the book and postage is enclosed.

Also, please send me more information about the book, The Thorn Birds, the title of which is included on the list you mailed me last Monday.

Sincerely,

Mrs. Arnold

Diann Arnold

cd

Enclosure

GEORGIA WHOLESALE BOOKSTORES

3212 San Mateo Drive Atlanta, GA 31212

404-721-1121

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator _____
Title _____
Department Word Processing
Extension 4112

Date Needed ASAP
Job No: 520
Job Title Dictation & Replies

(PAPER)

Company Letterhead __
Interoffice __
Bond __
Other __

Copies _____

(CATEGORY)

Correspondence __
Text __
Forms __
Statistical __
Pre-recorded ✓
Other __

(INPUT)

Machine Dictation __

Longhand __
Hard Copy ✓
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Compose and dictate replies to the following situations. Be sure to follow correct dictation procedures.

Situation 1

You are administrative assistant to Mr. Paul Connors, the president of the company. Mr. Terry Smith, a salesman, has written a letter requesting an appointment with him. Mr. Connors is out of town and won't be in the office for two weeks.

Dictate a letter to Mr. Smith giving him this information and setting up a tentative appointment for him on one of the days that Mr. Connors will more than likely be in.

Mr. Smith's address is 827 Bakers Ferry Road, Knoxville, TN 36776.

Situation 2

The president, Mr. Connors, has asked you to find out how the office workers in your organization would like to schedule vacations. As administrative assistant, you have determined, through researching company policies, that vacations are scheduled on a first-come, first-served basis with requests made in writing after January 1 of each year.

Dictate a memorandum to the president and give him this information.

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Mary Holcombe
Title ~~Cable Typist~~ Manager
Department Word Processing
Extension 2800

Date Needed ASAP
Job No. 521
Job Title Keyboarding of agenda

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

Copies _____

(CATEGORY)

Correspondence __
Text ✓
Forms __
Statistical __
Pre-recorded __
Other __

(INPUT)

Machine Dictation __

Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___

Job Completed___/___

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Keyboard the agenda into final form and make 10 copies.

(all caps)

Training and Marketing Associates Semiannual Conference

May 5, 19--

Madrid Room
Riviera Motor Inn

Double space between all items

8:00 - 8:15	Registration
8:15 - 8:30	Coffee
8:30 - 9:00	Interest Session I ("New Trends in Training")
9:00 - 10:00	President's Welcome (reverse positions)
10:00 - 11:00	Interest Session II ("New Trends in Marketing")
11:00 - 12:00	Interest Session III ("The Training/Marketing Mix")
12:00 - 1:30	Luncheon
1:30 - 2:30	Interest Session IV ("The Use of Word Processing in Producing Training Materials")
2:30 - 3:30	Questions and Answers
4:00 - 5:00	Social Hour

DS

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator: See individual letters
Title: - SAME -
Department: - SAME -
Extension: 4000

Date Needed: ASAP
Job No.: 522
Job Title: Proofreading Correspondence

(PAPER)

Company Letterhead ✓
Interoffice
Bond
Other

Copies _____

(CATEGORY)

Correspondence ✓
Text
Forms
Statistical
Pre-recorded
Other

(INPUT)

Machine Dictation

Longhand
Hard Copy ✓
Edited Copy

(PRODUCTION DATA)

Line Count

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

(SPACING)

Single ✓
Double
1½

(GENERATION)

Original ✓
Revision

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Proofread the pieces of correspondence and keyboard them in final form making all corrections. Use the letterhead provided.

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

May 14, 19--

Dr. Vivian Lee, Manager
Economic and Market Analysis Department
Eastman Chemical Products, Inc.
Kingsport, TN 37667

Dear Dr. Lee,

About three weeks ago, you wrot us to request fifty copies of our annual report. Because requests for this publication has been so numeros, we cannot complie with your request at this time.

In addition, we are now requiring that orders be accompanied by postage in the form of a personnel check or money order. In your case, the amount will be $4.75.

Cordially,

Jean Simmons

Jean Simmons
Purchasing Agent

lm

ARTCO ELECTRICAL COMPANY

7712 Essex Lane
Waynesboro, GA 33445
(404) 891-1102

May 31, 19--

Mr. Arthur Langford
Borders AHR Company
7112 Chappel Dr.
Chicago, Ill. 61550

Dear Mr. Langford:

We can supply a quanity of the electrical filament that you ordered last weak. Because of the strike at the plant that manufactures this filament, it will be at least two weeks before it can be shiped to you.

Two copy of a booklet containing specifications for ten knew ways to used this filament is enclosed. If you have any questions concerning the new miscelaneous uses, please call me.

Sincerely,

John Peppard

John Peppard
ARC Coordinator

dc

Enclosure

INTEROFFICE MEMORANDUM

TO: Archie Booker, Sales Manager

FROM: Walter Howell, Production Manager WH

SUBJECT: Progress Report 47-476

DATE: July 1, 19--

The new line of childrens' bedroom furniture will be ready by August 4, onle two weeks after the original sale date.

This week we located a new supplyer for the coating necessary to provide a tough finish for dreser and desk tops. The sample is presently being tested in our Georgia laboratories. The technicians will have completed they're tests by July 15.

We look forward to meeting with you soon.

clv

WORD PROCESSING SERVICES, INC.
1983 International Boulevard
Atlanta, GA 30393

(404) 742-4412

ARTCO ELECTRICAL COMPANY

7712 Essex Lane
Waynesboro, GA 33445
(404) 891-1102

INTEROFFICE MEMORANDUM

TO:

FROM:

SUBJECT:

DATE:

WORD PROCESSING SERVICES, INC.
(A Division of Geo.gia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator _____ Date Needed ASAP
Title _____ Job No. 523
Department Word Processing Job Title Dictation & Report
Extension 412

(PAPER)

Company Letterhead __
Interoffice ✓
Bond __
Other ✓

Copies _____

(INPUT)

Machine Dictation __

Longhand __
Hard Copy ✓
Edited Copy __

(SPACING)

Single ✓
Double __
1½ __

(GENERATION)

Original ✓
Revision __

(CATEGORY)

Correspondence ✓
Text ✓
Forms __
Statistical __
Pre-recorded __
Other __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

Hard Copy
Job Arrived ___/___
Job Completed ___/___

Machine Dictation
Job Arrived ___/___

Job Completed ___/___

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

*See next page.

SPECIAL INSTRUCTIONS

As administrative secretary to Jack Harper, the president of ABC Corporation, you are to prepare a formal report on analysis of the letter-writing guidelines of the corporation.

Compose and dictate a rough draft of your report using the facts given below. Also, dictate a rough draft of a memorandum of transmittal to accompany the report. Make sure that you follow good dictation practices.

Facts to be Included in Report

1. In evaluating the tone of the letters, it was found that one-third of them were cold and formal.

2. Only one-third of the letters made a positive attempt to build good public relations for the corporation.

3. Seventy-five percent of the letters omitted some important information and required the writing of a follow-up letter to obtain it.

4. Twenty percent of the letters contained old-fashioned or negative expressions; such as, if I can be of further assistance, please do not hesitate to contact me or You failed to supply all of the needed order information.

5. Fifteen percent of the letters contained misspelled words, grammatical errors, and misused words.

6. In format, 35% of the letters were blocked; 35% were semiblocked; 20% used the AMS Simplified; and the remaining were inconsistent in format.

7. In style of punctuation, 50% of the letters were mixed and 15% were open. The remaining letters were inconsistently punctuated.

WORD PROCESSING SERVICES, INC.
(A Division of Georgia Jobs, Inc.)

1983 International Boulevard
Atlanta, GA 30393

(404) 742-4112

J O B R E Q U E S T

Originator Tom Taylor
Title Asst. Vice-Pres.
Department Personnel
Extension 7211

Date Needed ASAP
Job No. 524
Job Title Keyboarding of Manuscript

(PAPER)

Company Letterhead __
Interoffice __
Bond ✓
Other __

(CATEGORY)

Correspondence __
Text ✓
Forms __
Statistical __
Pre-recorded __
Other __

Copies ___

(INPUT)

Machine Dictation __

Longhand ✓
Hard Copy __
Edited Copy __

(PRODUCTION DATA)

Line Count __

(PRODUCTION TIME)
Date/Time

(SPACING)

Single ✓
Double ✓
1½ __

} See instructions on document

Hard Copy
Job Arrived ___/___
Job Completed___/___

Machine Dictation
Job Arrived ___/___
Job Completed___/___

(GENERATION)

Original ✓
Revision __

ASSIGNED TO: _____
APPROVED BY: _____

SPECIAL INSTRUCTIONS

Proofread the manuscript before keyboarding it in final form. Make all the changes indicated. Use 8½x11" white bond paper with 1" margins on all sides. Begin the title on Line 12. Center all page numbers on subsequent pages six lines from the top of the page.

Begin on Line 13

(all caps)

CHANGING ROLES OF OFFICE WORKERS

TS

Indent TTs

5 spaces → Because of the changing roles of office workers (DS between paragraphs) brought on by new technologies, employees must have different skills and attitudes from those possessed by employees in the traditional office. The term "secretary" once meant a person who performed a variety of general duties in an office. These duties include

taking and transcribing dictation, filing correspondence, scheduling appointments, and copying materials to name a few. Today all of that is changing and ~~secretarial~~ office work is becoming more specialized. Employees now perform either typing or nontyping duties. This transition of the secretarial role present many concerns that must be dealt with if the transition is to be a successful one.

Specialization in the roles of office workers will mean that employees work in either an administrative (wordtyping), correspondence (typing) or management (supervising people) capacity. Also, specialization can provide variety in the work tasks that secretaries perform, which may bring them into contact with many principals (originators of documents). They can select a career path that best suits their personality and work preferences.

Secretaries' career paths will no longer be tied to that of their boss; rather they can move upward based on individual merit and achievement.

(TS between sections)

Left Margin ← Administrative Positions

Secretaries that opt for administrative positions generally act as assistants to executives in companies and handle nontyping duties (OK insert) such as originating and dictating correspondence, conducting research, and compiling and writing

reports and speeches. Because employees in administrative positions must be able to spell, compose correspondence, proofread, answer telephones and meet and talk with people, they need oral and written communication skills. Human relations skills are also vital because administrative secretaries are usually required to work closely with managers from several departments as well as staff and supervisors from the word processing centers.

Administrative secretaries may be required to do some light typing. Shorthand may also be a requirement in some organizations. Because these employees are often required to serve as originators of correspondence, dictation skills are necessary. They may also be responsible for knowing how to operate data processing, micrographics, facsimile, and other types of telecommunication equipment.

When employers search for employees

to fill administrative positions, they look for people who are self-motivated, like working with people, and enjoy detail work. They look for people who can establish their own work deadlines and meet those deadlines without supervision, as well as perform a variety of work tasks. Since these employees often move into management positions, employers prefer college-educated people or people who are at least willing to obtain more formal education.

Administrative secretaries also need organizational skills because they often have to arrange meetings, set up calendars, and determine work priorities. In doing extensive research, they must gather the material and organize it in a logical manner.

Left Margin ← Correspondence Positions

Because employees in correspondence positions often have to communicate with people on several different job levels, they must possess oral and written communication skills. They

often have to discuss work tasks with originators of work as well as their immediate supervisors. They must also possess good human relations skills because the work they do often requires a team work effort. They must get along well with originators, supervisors, and co-workers.

Correspondence employees need organizational skills. Since an important part of their work is being able to properly log and file storage media, and locate recorded

material, they must have the ability to index or identify the material on the disk properly to be able to locate documents quickly when they are needed.

Additionally, correspondence employees need excellent typing skills. They also need to know how to operate a variety of different automated typing and transcription equipment. With the rapid integration of data processing and word processing, correspondence employees are often required to have

some knowledge of data processing concepts.

Employers look for people who are self-motivated and machine-oriented to fill correspondence positions. These people must enjoy doing large volumes of work, new challenges, working amid distractions, and working under the pressures of meeting deadlines.